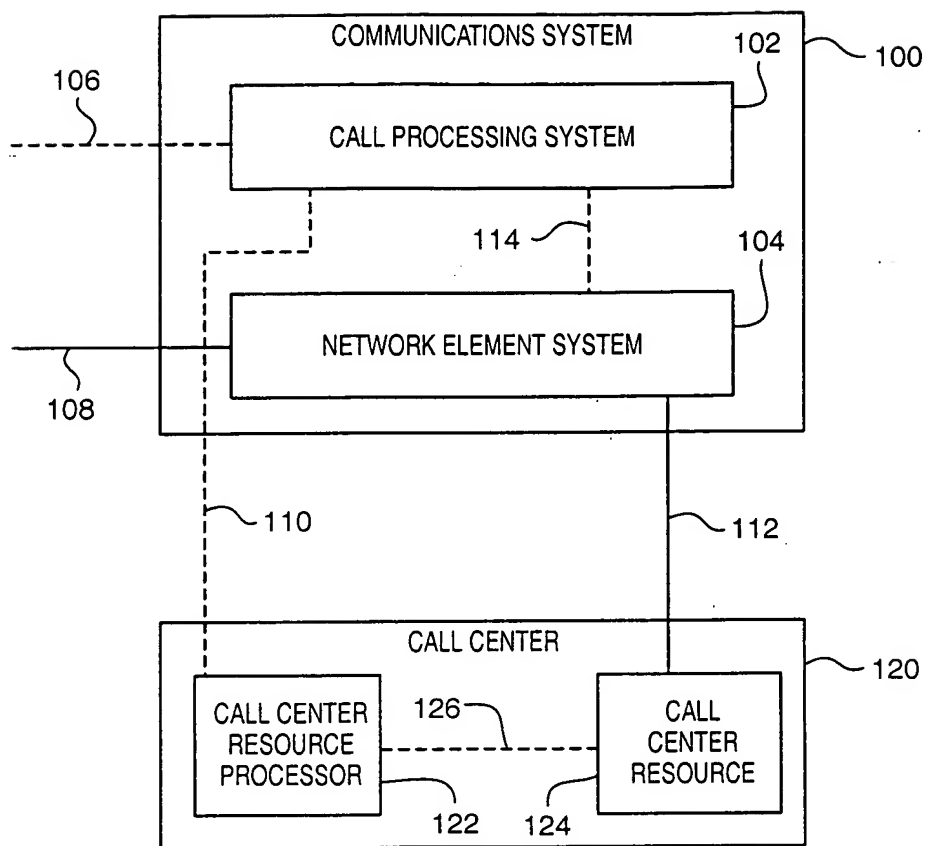


FIG. 1



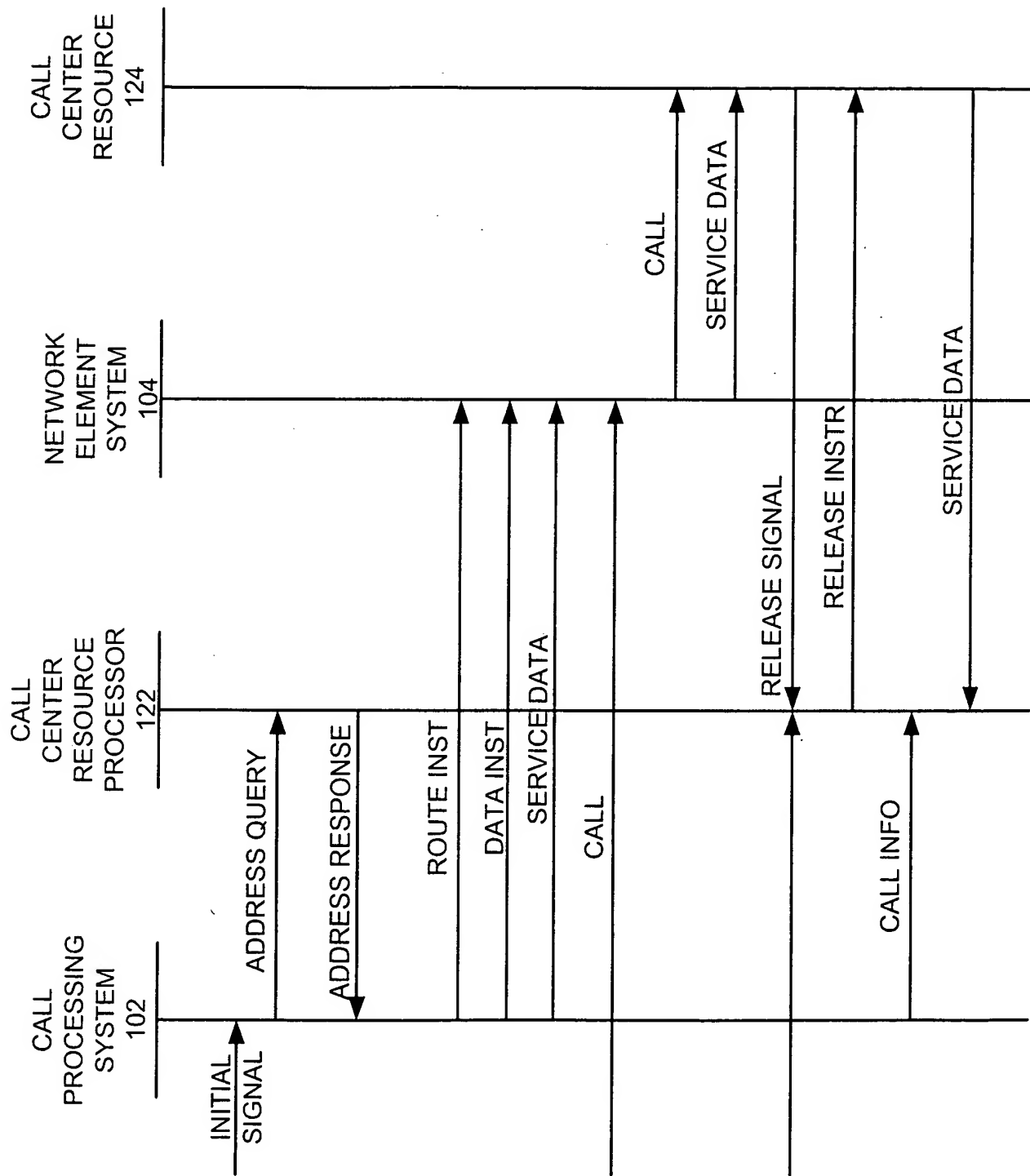


FIG. 2

FIG. 3

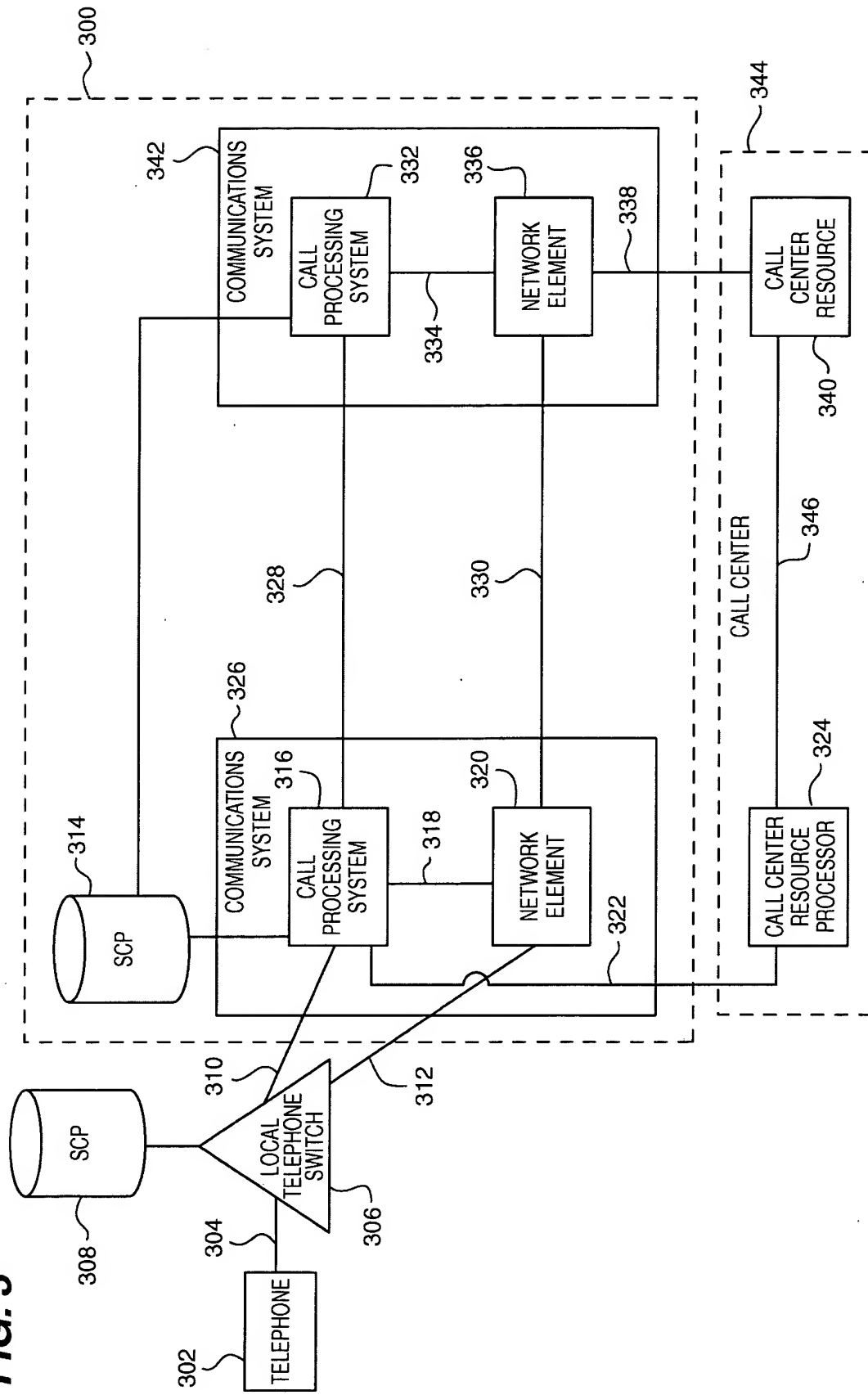


FIG. 4

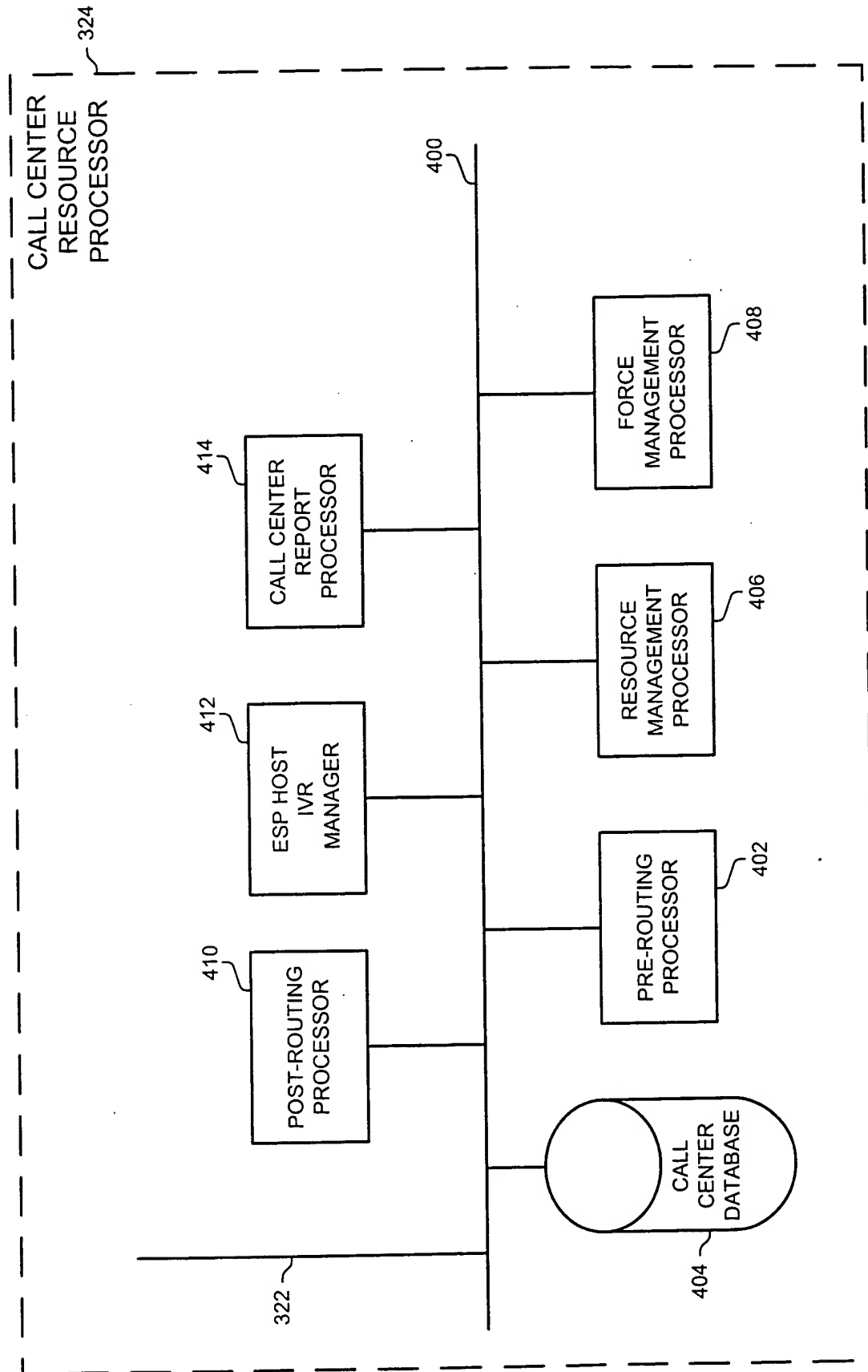


FIG. 5

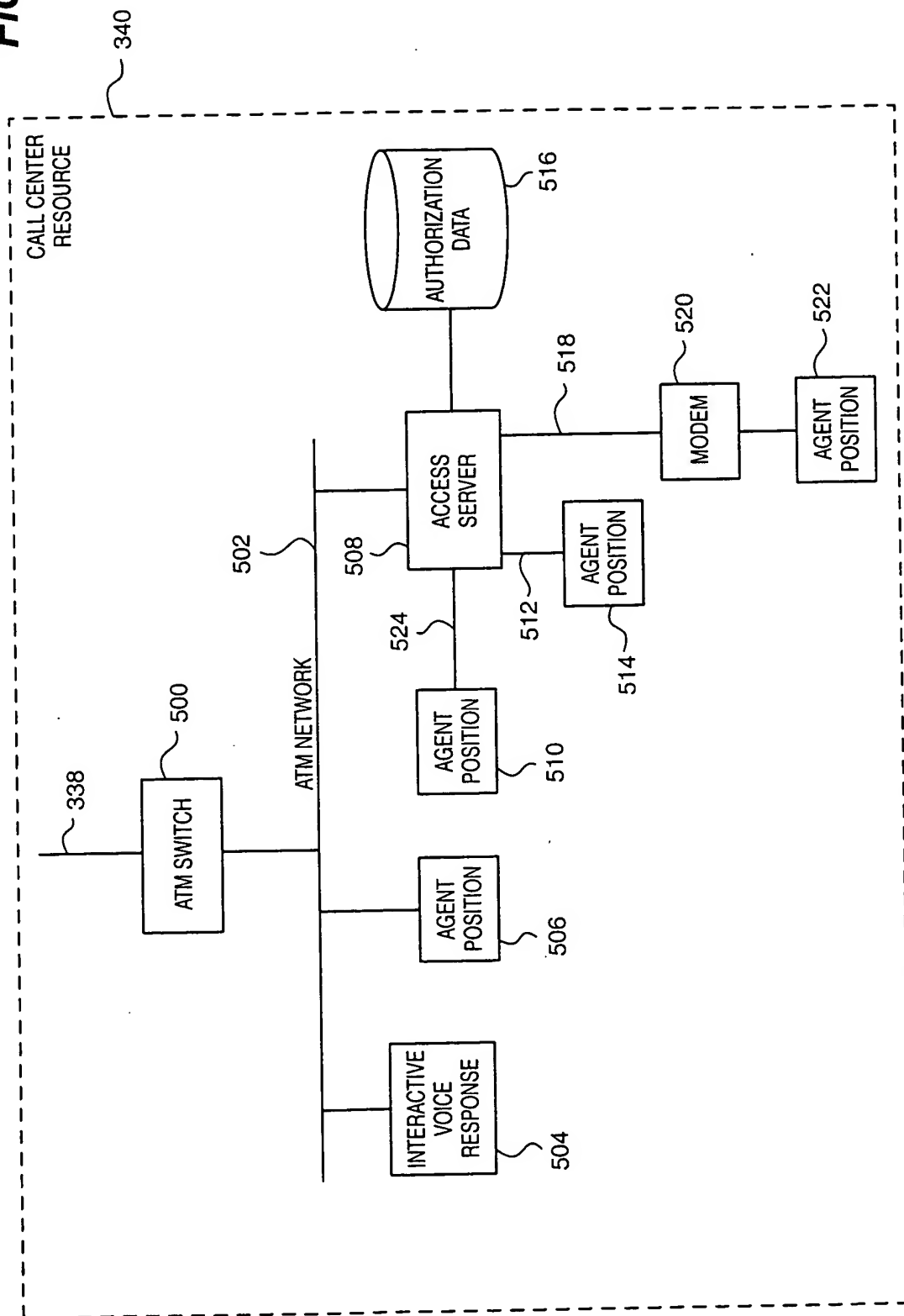


FIG. 6

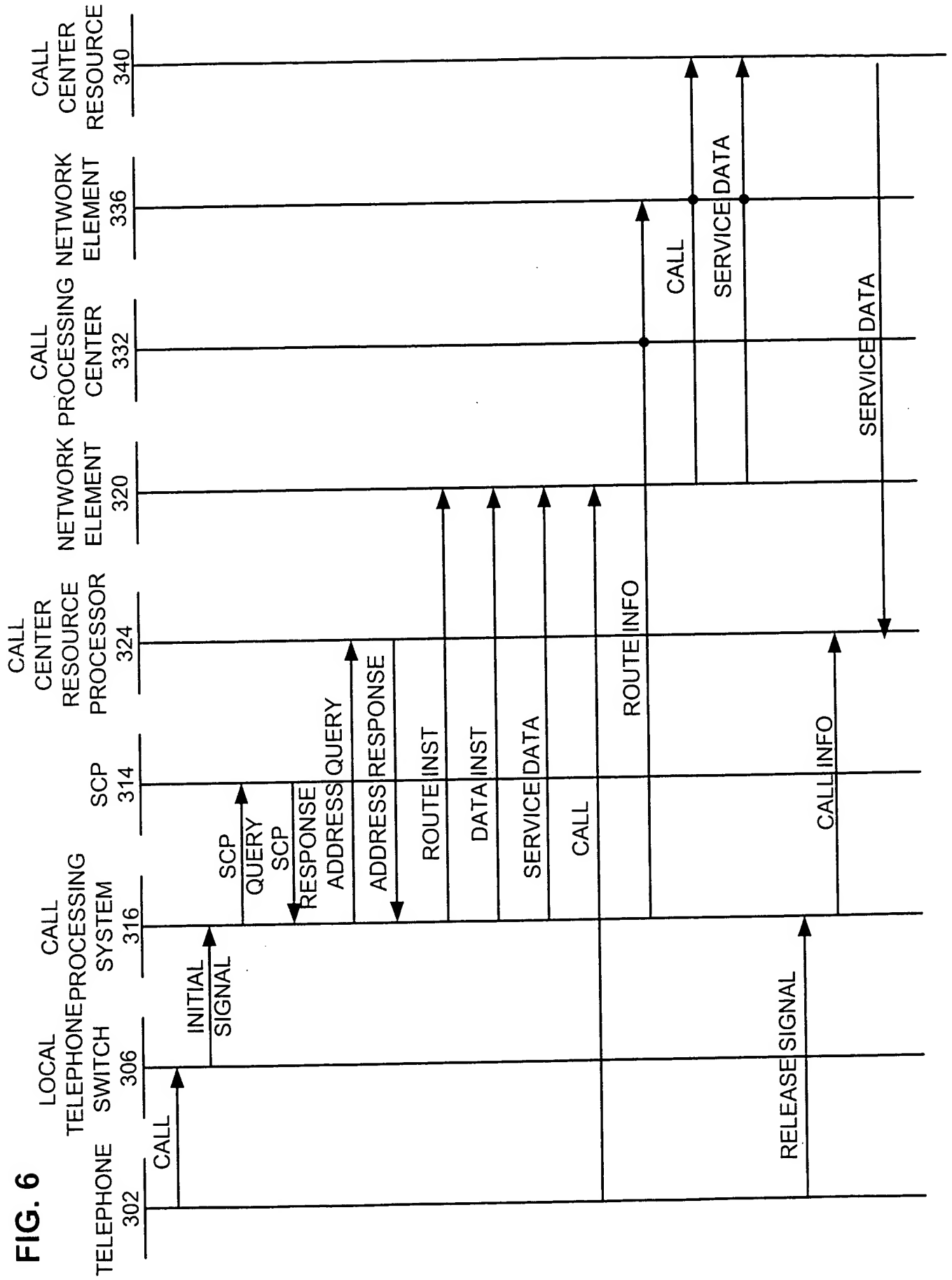


FIG. 7A

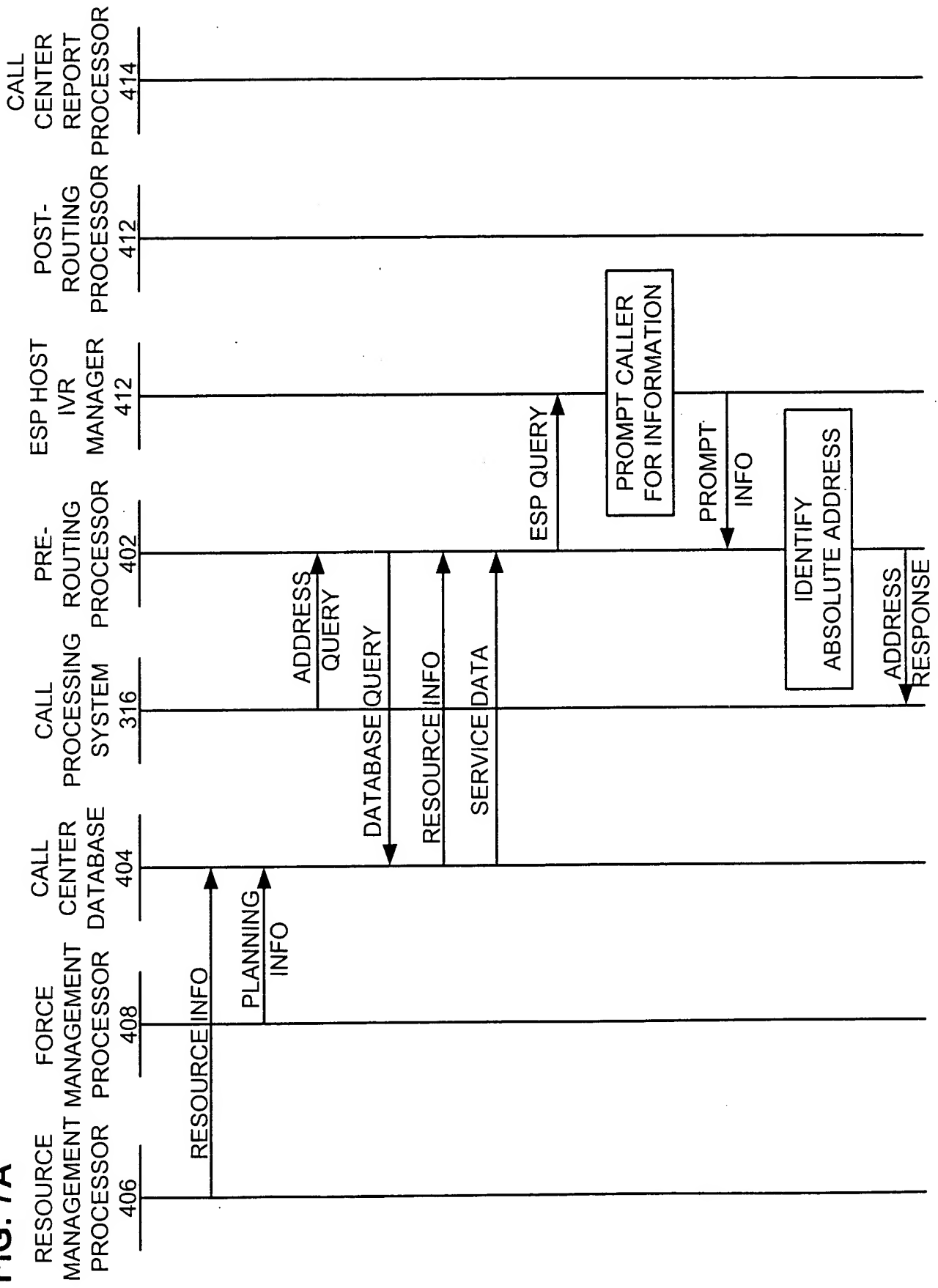


FIG. 7B

RESOURCE MANAGEMENT PROCESSOR	406	FORCE MANAGEMENT PROCESSOR	408	CALL CENTER DATABASE	404	CALL PROCESSING SYSTEM	316	PRE- ROUTING PROCESSOR	402	ESP HOST IVR MANAGER	412	POST- ROUTING PROCESSOR	412	REPORT PROCESS- SOR	414	CALL CENTER
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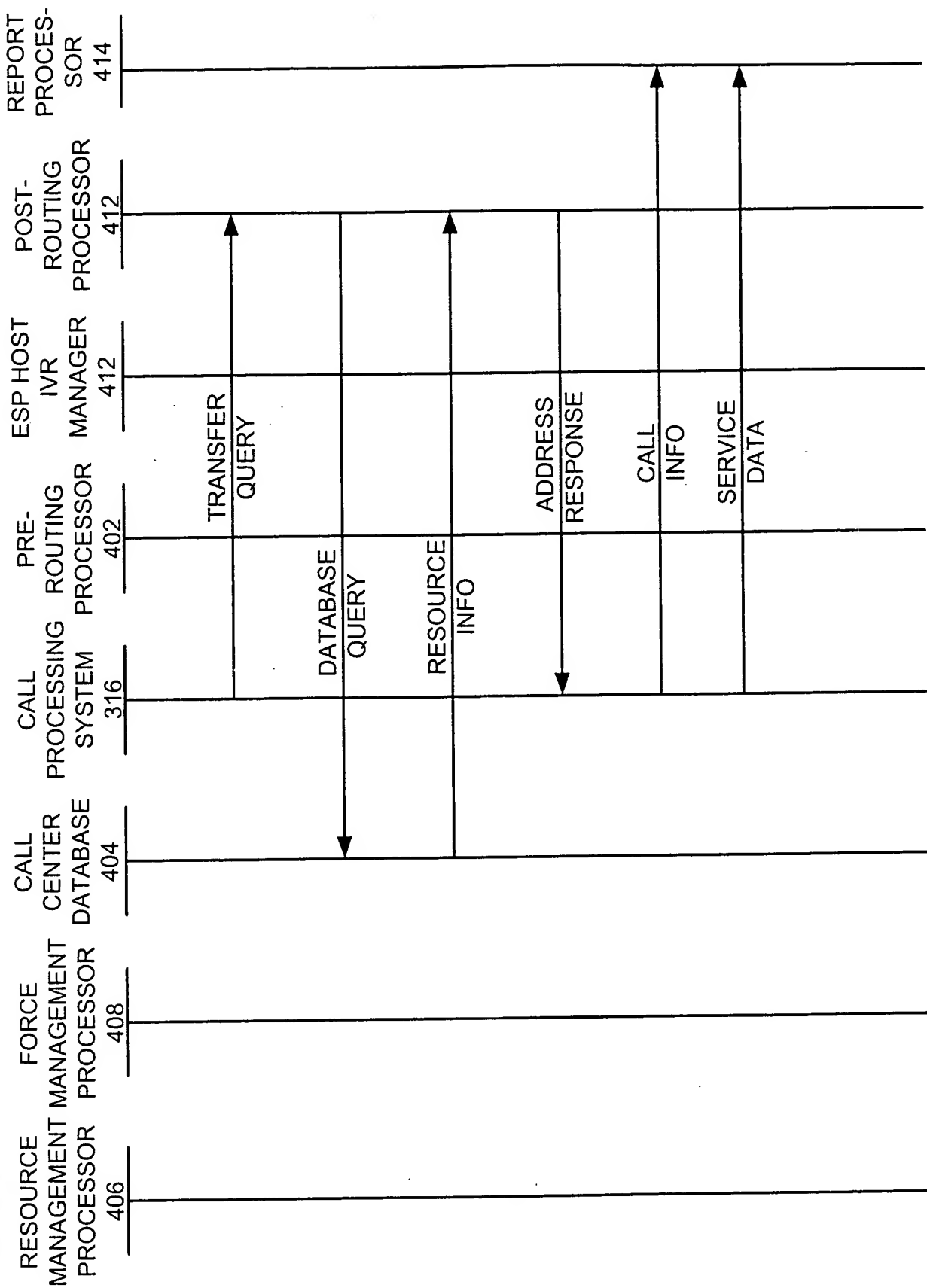
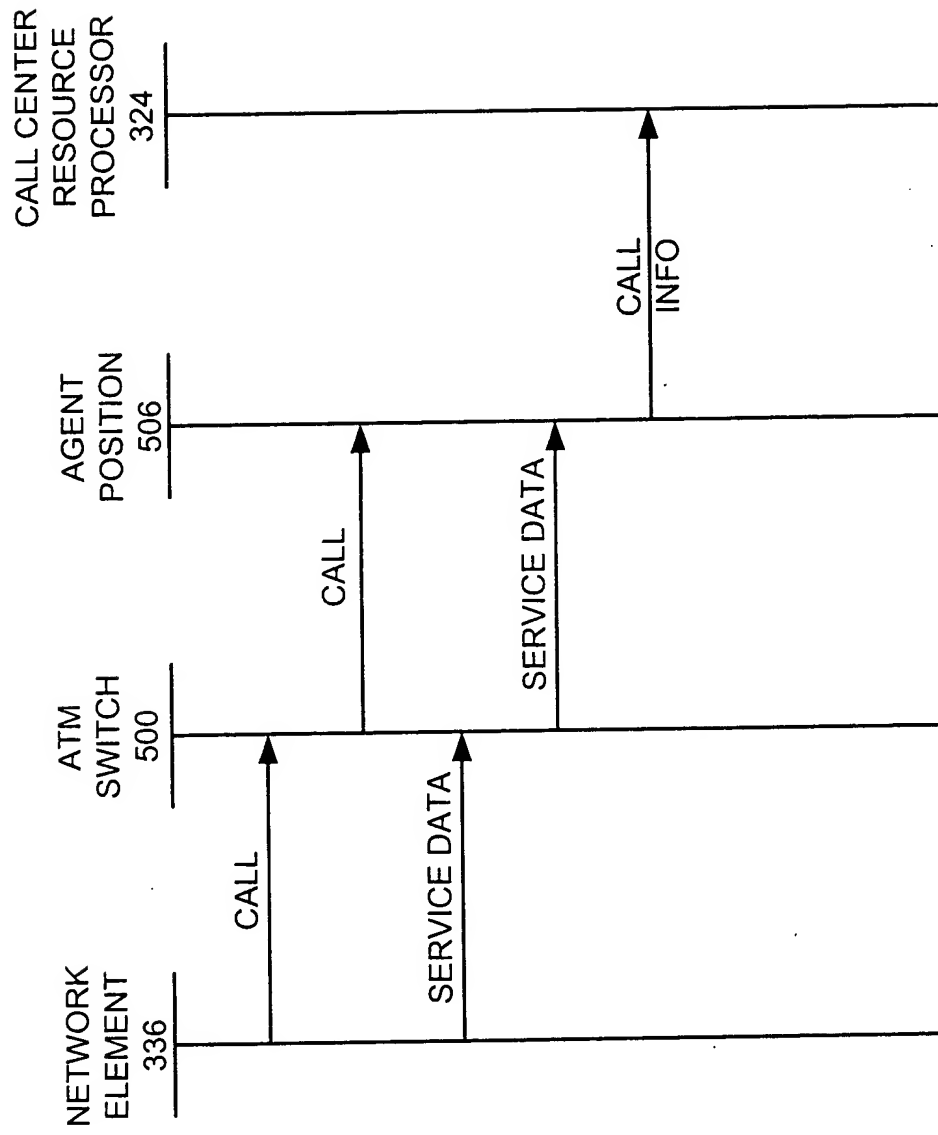


FIG. 8



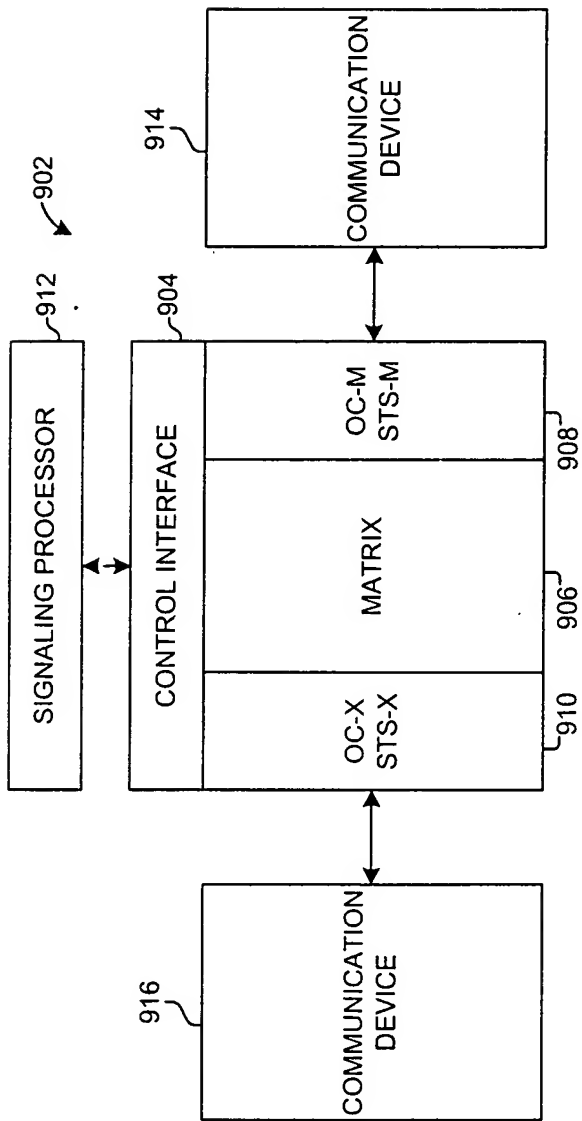


FIG. 9

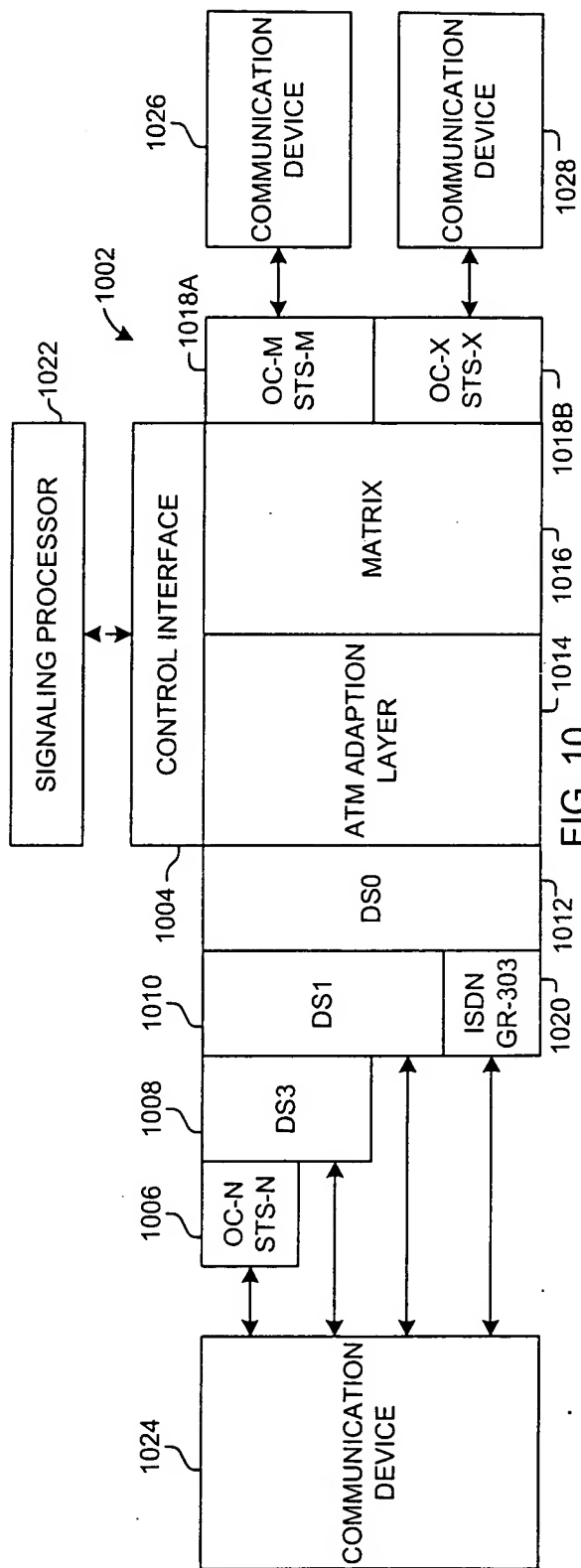
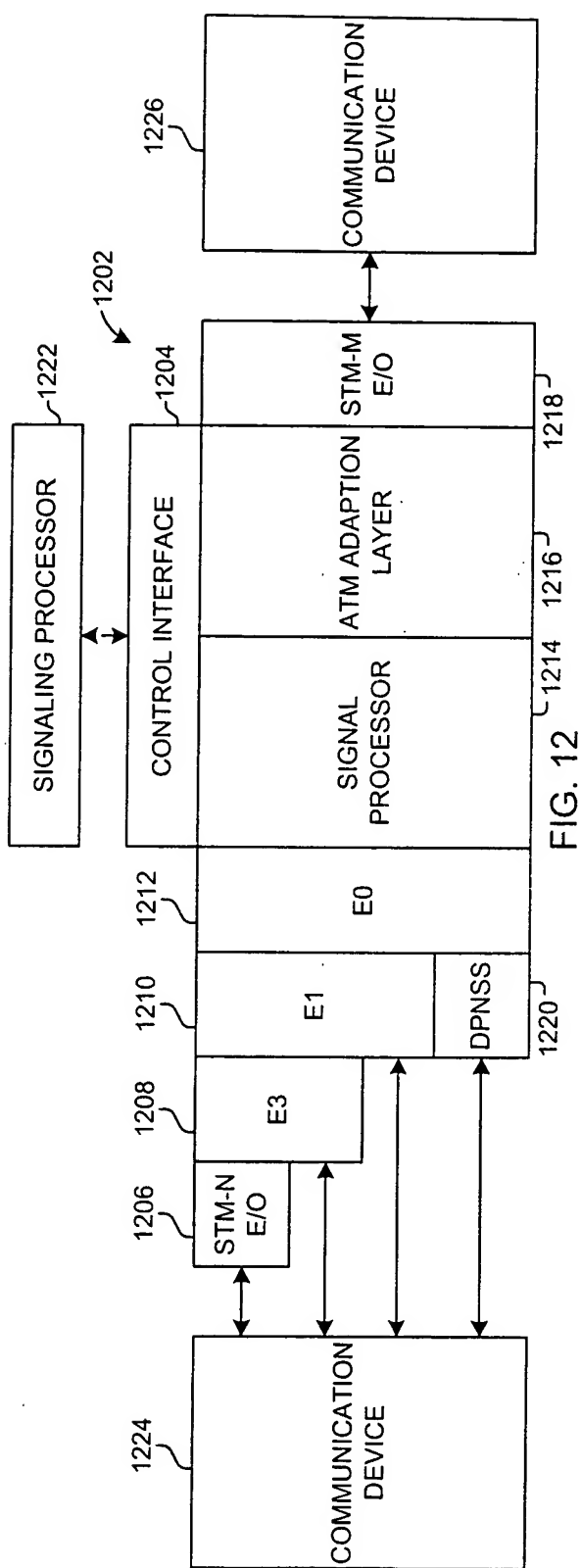
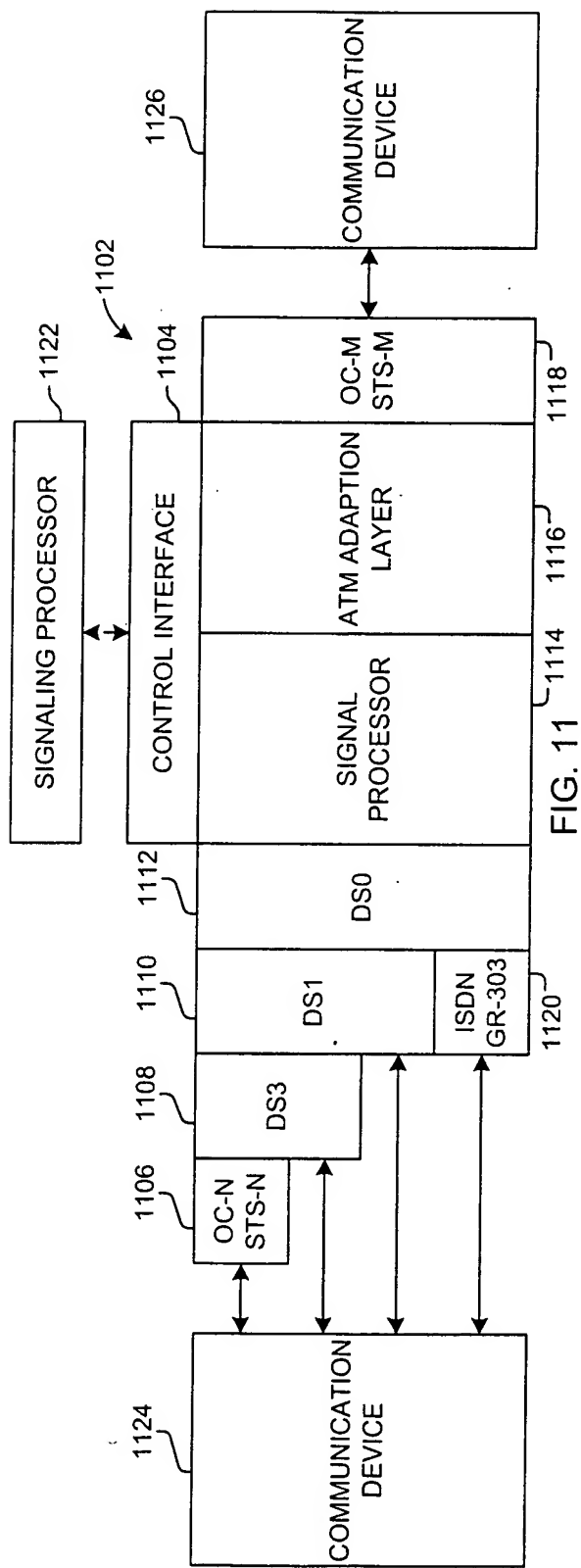


FIG. 10



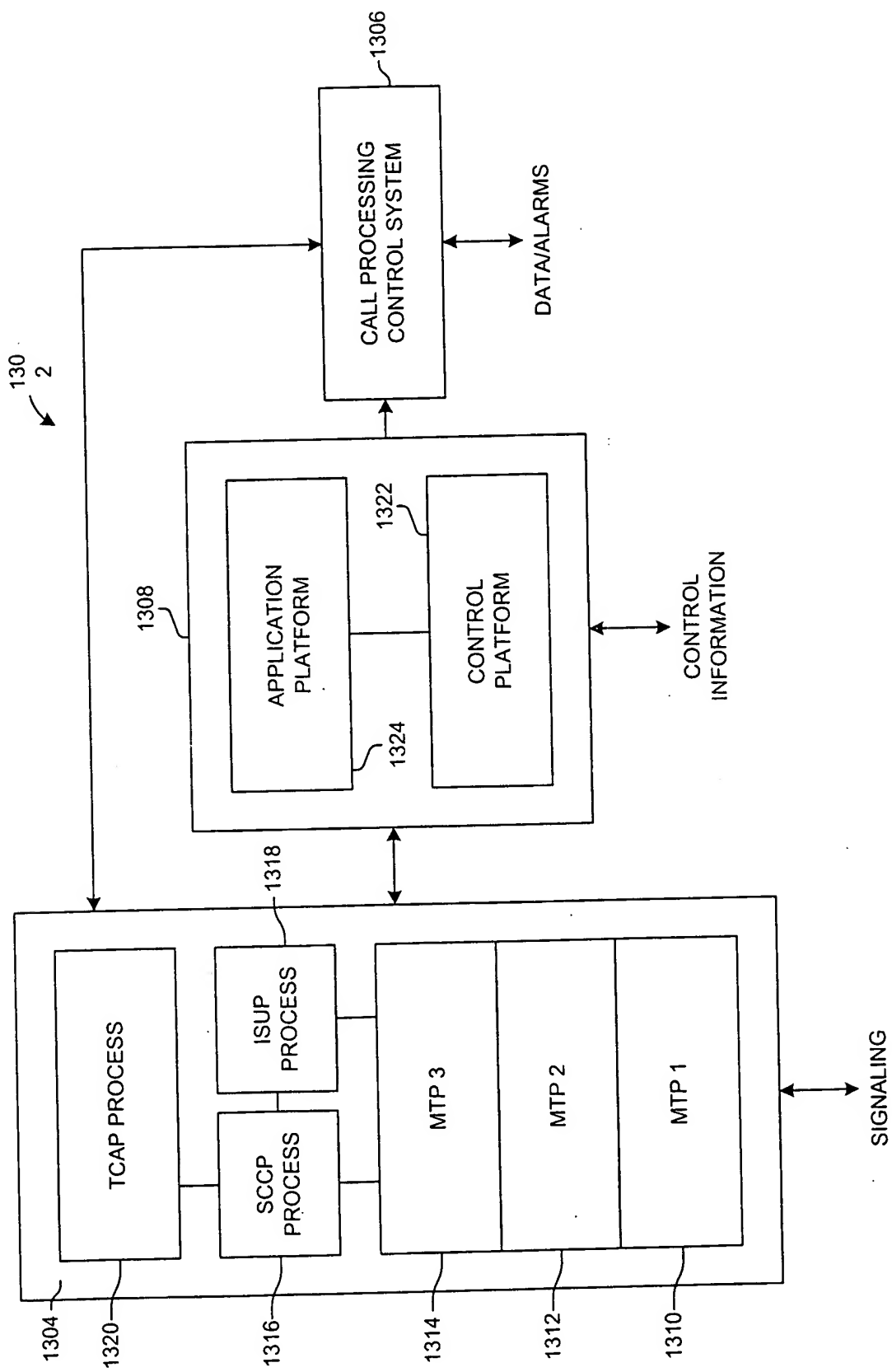
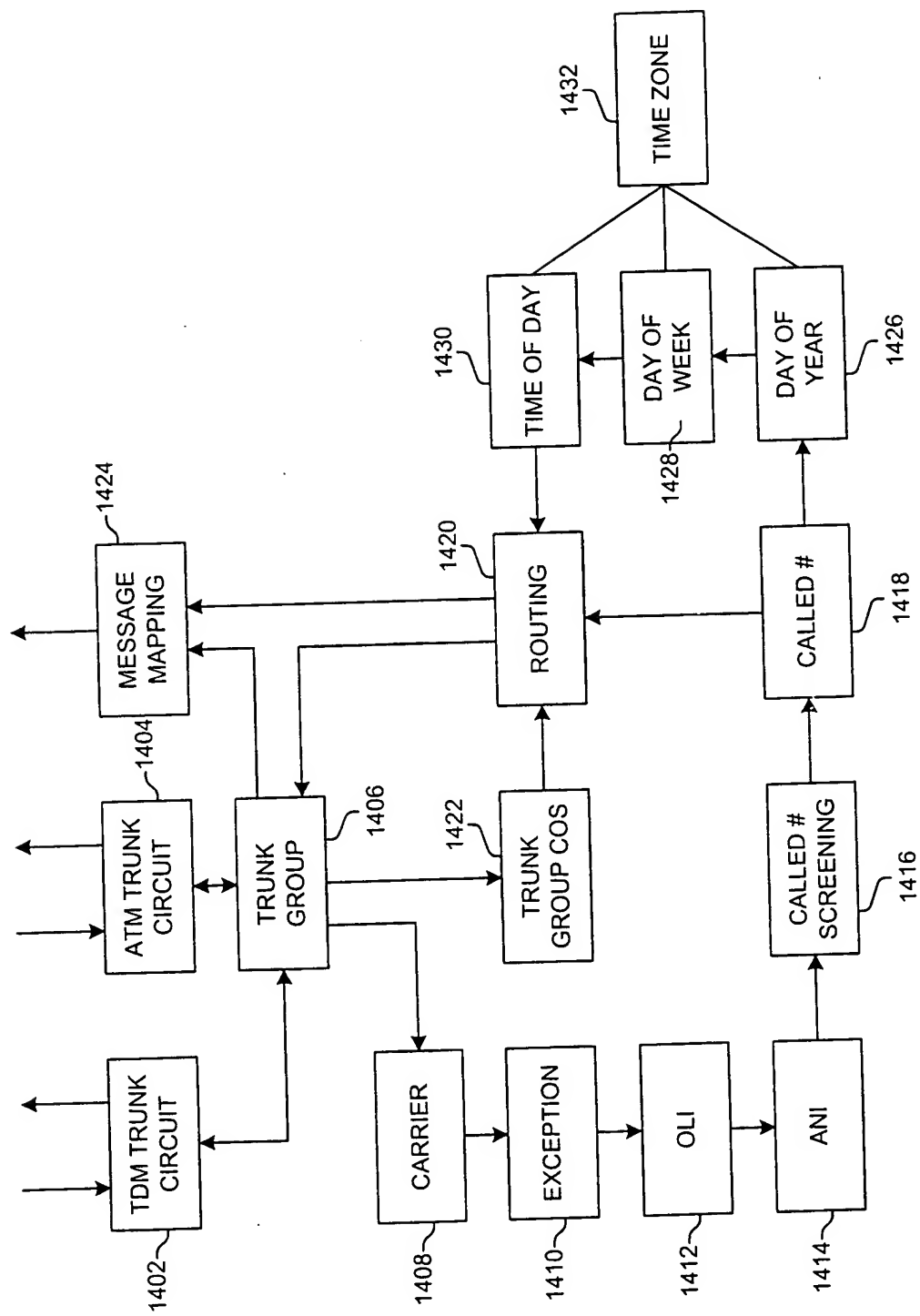


FIG. 13



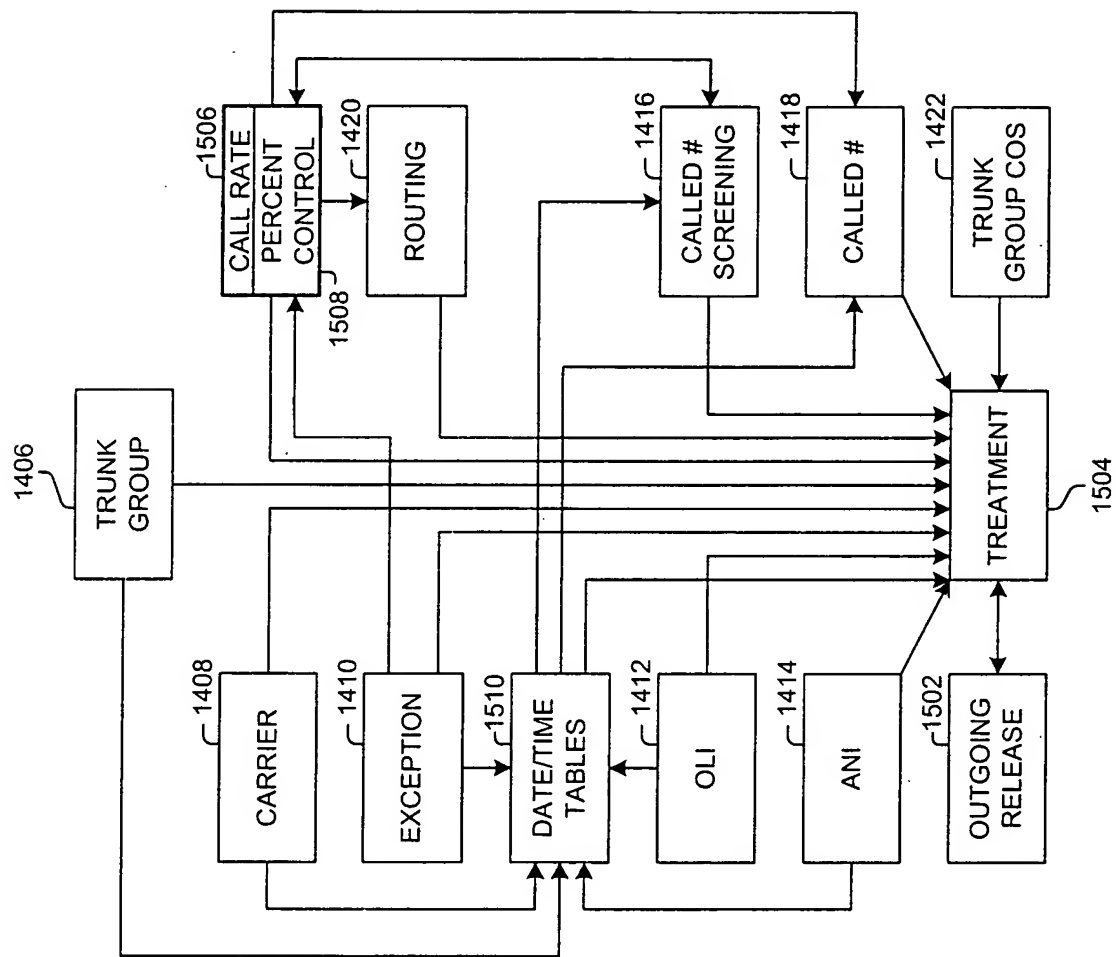


FIG. 15

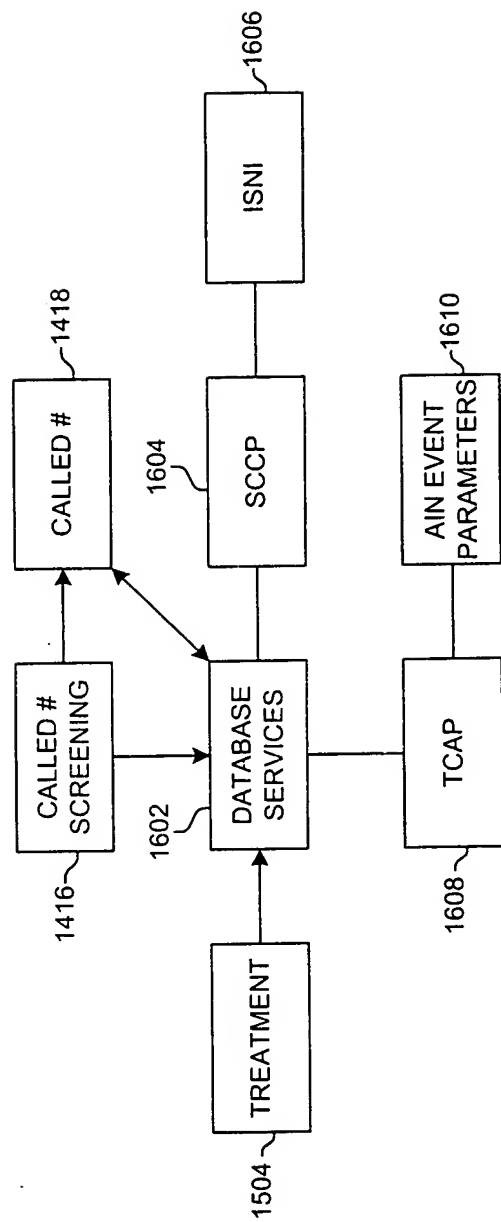


FIG. 16

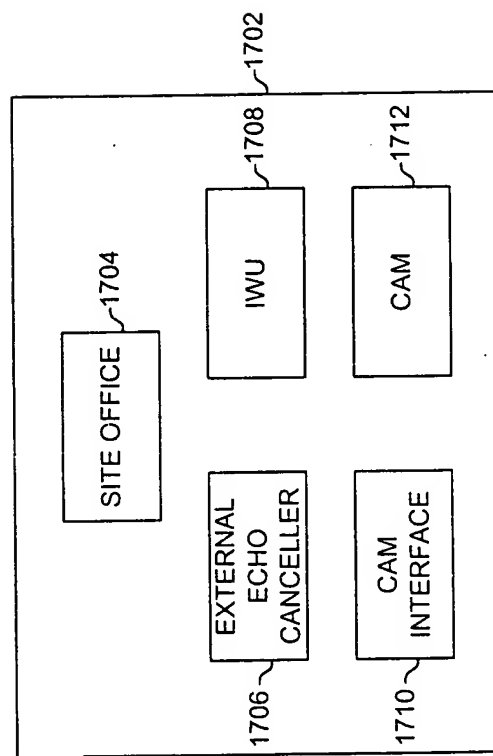


FIG. 17

TRUNK GROUP NUMBER	GROUP MEMBER	TCIC	EC LABEL	IWU LABEL	IWU PORT	DS1/E1 LABEL	DS1/E1 CHANNEL	INITIAL STATE

FIG. 18

TRUNK GROUP NUMBER	GROUP SIZE	STARTING CIC	TRANSMIT INTERFACE LABEL	TRANSMIT VPI	RECEIVE INTERFACE LABEL	RECEIVE VPI	INITIAL STATE

FIG. 19

TRUNK GROUP NUMBER	ADMIN INFORMATION	ASSOCIATED POINT CODE	CLLI	TRUNK TYPE	ASSOCIATED NPA	ASSOCIATED JIP	TIME ZONE LABEL	ECHO CANCELLER INFORMATION

FIG. 20A

SATELLITE	SELECT SEQUENCE	IWU PRIORITY	GLARE RESOLUTION	CONTINUITY CONTROL	REATTEMPTS	IGNORE LNP INFORMATION	TREATMENT LABEL	MESSAGE MAPPING LABEL

FIG. 20B

QUEUE	RING NO ANSWER	VOICE PATH CUT THROUGH	ORIGINATING COS LABEL	TERMINATING COS LABEL	CALL CONTROL	NEXT FUNCTION	NEXT LABEL

FIG. 20C

CARRIER LABEL	CARRIER ID	CARRIER SELECTION	NEXT FUNCTION	NEXT LABEL

FIG. 21

EXCEPTION LABEL	CALLING PARTY'S CATEGORY	CALLED NUMBER			NEXT FUNCTION	NEXT LABEL
		NATURE OF ADDRESS	DIGITS FROM	DIGITS TO		

FIG. 22

OLI LABEL	ORIGINATION LINE INFORMATION	NEXT FUNCTION	NEXT LABEL

FIG. 23

ANI LABEL	CHARGE CALLING PARTY NUMBER		TIME ZONE LABEL	CUSTOMER INFORMATION	EC INFORMATION	QUEUE	TREATMENT LABEL	NEXT FUNCTION	NEXT LABEL
	DIGITS FROM	DIGITS TO							

FIG. 24

CALLED NUMBER SCREENING LABEL	CALLED NUMBER			DELETE DIGITS	NEXT FUNCTION	NEXT LABEL
	NATURE OF ADDRESS	DIGITS FROM	DIGITS TO			

FIG. 25

CALLED NUMBER LABEL	CALLED NUMBER			NEXT FUNCTION	NEXT LABEL
	NATURE OF ADDRESS	DIGITS FROM	DIGITS TO		

FIG. 26

DAY OF YEAR LABEL	DATE	NEXT FUNCTION	NEXT LABEL

FIG. 27

DAY OF WEEK	DAY FROM	DAY TO	NEXT FUNCTION	NEXT LABEL

FIG. 28

TIME OF DAY LABEL	TIME FROM	TIME TO	NEXT FUNCTION	NEXT LABEL

FIG. 29

TIME ZONE LABEL	UTC OFFSET	DAYLIGHT SAVINGS

FIG. 30

ROUTING LABEL	ROUTE NUMBER	NEXT FUNCTION	NEXT LABEL	SIGNAL ROUTE LABEL

FIG. 31

ORIGINATING TRUNK COS LABEL	TERMINATING TRUNK COS LABEL	NEXT FUNCTION	NEXT LABEL

FIG. 32

TREATMENT LABEL	ERROR/CAUSE LABEL	NEXT FUNCTION	NEXT LABEL

FIG. 33

OUTGOING RELEASE LABEL	OUTGOING CAUSE VALUE		
	LOCATION	CODING STANDARD	CAUSE VALUE

FIG. 34

PERCENT LABEL	CONTROL PERCENTAGE	CONTROL		
		NEXT FUNCTION	NEXT LABEL	PASSED

FIG. 35

CALL RATE LABEL	CALL RATE	CONTROL		PASSED	
		NEXT FUNCTION	NEXT LABEL	NEXT FUNCTION	NEXT LABEL

FIG. 36

DATABASE SERVICES LABEL	SERVICE TYPE	SCCP LABEL	TCAP LABEL	NEXT FUNCTION	NEXT LABEL

FIG. 37

SCCP LABEL	MESSAGE TYPE	PROTOCOL CLASS	MESSAGE HANDLING	HOP COUNTER	SEGMENTATION

FIG. 38A

ISNI		
ISNI TYPE	ROUTE INDICATOR	MARK INDICATOR

FIG. 38B

CALLED PARTY ADDRESS									
ADDRESS INDICATOR				SUB		POINT		GLOBAL TITLE	
SSN	POINT CODE	GLOBAL TITLE INDICATOR	ROUTING INDICATOR	NATIONAL/ INTERNATIONAL	SYSTEM NUMBER	CODE NUMBER	TRANSLATION TYPE	ENCODE SCHEME	NUMBER PLAN

FIG. 38C

CALLING PARTY ADDRESS										
ADDRESS INDICATOR					SUB		POINT		GLOBAL TITLE	
SSN	POINT CODE	GLOBAL TITLE INDICATOR	ROUTING INDICATOR	NATIONAL/ INTERNATIONAL	SYSTEM NUMBER	CODE NUMBER	TRANSLATION TYPE	ENCODE SCHEME	NUMBER PLAN	ADDRESS TYPE

FIG. 38D

ISNI LABEL	NETWORK 1	NETWORK 2	NETWORK 3	NETWORK ...	NETWORK 16

FIG. 39

TCAP LABEL	TCAP TYPE	TAG CLASS	PACKAGE TYPE	COMPONENT TYPE	MESSAGE TYPE

FIG. 40

ECHO CANCELLER LABEL	ECHO CANCELLER TYPE	RS-232 ADDRESS	MODULE

FIG. 41

IWU LABEL	IWU ID	IP SOCKET 1	IP SOCKET 2	IP SOCKET 3	IP SOCKET 4

FIG. 42

CAM INTERFACE LABEL	CAM LABEL	LOGICAL INTERFACE

FIG. 43

CAM LABEL	CAM TYPE	CAM ADDRESS

FIG. 44

OFFICE CLLI NAME	SITE NODE ID	ORIGINATION ID	SOFTWARE ID	CALL PROCESSOR ID

FIG. 45A

ACC ENABLED	ACL 1 ONSET	ACL 1 ABATE	ACL 2 ONSET	ACL 2 ABATE	ACL 3 ONSET	ACL 3 ABATE

FIG. 45B

MAX TRUNKS OHQ	OHQ TQ1	OHQ TQ2	RING NO ANSWER TIMER	BILLING ACTIVE	NWM ALLOW	BILLING FAILURE FREE CALL

FIG. 45C

MAX HOP COUNTS	MAX TABLE LOOKUPS

FIG. 45D

AIN EVENT PARAMETERS LABEL	MESSAGE NAME #1	MESSAGE NAME #....	MESSAGE NAME #N
ACCESS CODE			
ACG ENCOUNTERED			
ALTERNATE BILLING INDICATOR			
ALTERNATE TRUNK GROUP			
AMA ALTERNATE BILLING NUMBER			
AMA BUSINESS CUSTOMER ID			
AMA DIGITS DIALED WC			
AMA LINE NUMBER			
AMA SLPID			
AMP			
ANSWER INDICATOR			
BEARER CAPABILITY			
BUSY CAUSE			
CALLED PARTY ID			
CALLED PARTY STATION TYPE			
CALLING PARTY BGID			
CARRIER			
CHARGE NUMBER			
CHARGE PARTY STATION TYPE			
CLEAR CAUSE			
COLLECTED ADDRESS INFORMATION			
COLLECTED DIGITS			
CONTROLLING LEG TREATMENT			
DISCONNECT FLAG			
DISPLAY TEXT			
FACILITY GID (TRUNK GROUP ID)			
FACILITY GID (PRIVATE FACILITY GID)			
FACILITY GID (ROUTE INDEX)			
FACILITY MEMBER ID			
FAILURE CAUSE			
GENERIC NAME			
ISDN INTERFACE ID			
LATA			
ORIGINAL CALLED PARTY ID			
OUTPUT NUMBER			
OVERFLOW BILLING NUMBER			
PASSIVE LEG TREATMENT			
PRIMARY BILLING INDICATOR			
PRIMARY CARRIER			
PRIMARY TRUNK GROUP			
REDIRECTING PARTY ID			
REDIRECTION INFORMATION			
RESOURCE TYPE			
SECOND ALTERNATE BILLING INDICATOR			
SECOND ALTERNATE CARRIER			
SECOND ALTERNATE TRUNK GROUP			
SPID			
STR PARAMETER BLOCK			

FIG. 46A

AIN EVENT PARAMETERS LABEL	MESSAGE NAME #1	MESSAGE NAME #....	MESSAGE NAME #N
TCM			
TRIGGER CRITERIA TYPE			
USER ID			
VERTICAL SERVICE CODE			
APPLICATION ERROR STRING			
ERROR CAUSE			
FAILED MESSAGE			
CONNECT TIME			
CONTROL CAUSE INDICATOR			
ECHO DATA			
FACILITY STATUS			
GAP DURATION			
GAP INTERVAL (NATIONAL GAP INTERVAL)			
GAP INTERVAL (PRIVATE GAP INTERVAL)			
GLOBAL TITLE VALUE			
MONITOR TIME			
STATUS CAUSE			
TERMINATION INDICATOR			
TRANSLATION TYPE			
TRIGGER CRITERIA FLAG			

FIG. 46B

MESSAGE TYPE	PARAMETERS	INDEX #1	INDEX #...	INDEX #N
ADDRESS COMPLETE	BACKWARD CALL INDICATOR			
	ACCESS TRANSPORT			
	CAUSE INDICATOR			
	PRIVATE OPTIONAL			
ANSWER	ACCESS TRANSPORT			
	BACKWARD CALL INDICATOR			
	PRIVATE OPTIONAL			
CALL PROGRESS	NOTIFICATION			
	BACKWARD CALL INDICATOR			
	ACCESS TRANSPORT			
	CAUSE INDICATOR			
CIRCUIT VALIDATION RESPONSE MESSAGE	BACKWARD CALL INDICATOR			
	CIRCUIT ID NAME			
	CLLI CODE			
CONTINUITY	CONTINUITY INDICATOR			
EXIT	DISPOSITION			
	TRUNK GROUP NUMBER			
	SEND BACK EXIT MESSAGE			
INITIAL ADDRESS	FORWARD CALL INDICATOR			
	CALLING PARTY'S CATEGORY			
	GENERIC ADDRESS PARAMETER (LNP)			
	CALLED PARTY NUMBER			
	CALLING PARTY NUMBER			
	GENERIC DIGITS			
	CHARGE NUMBER			
	ORIGINATING LINE INFORMATION			
	TRANSIT NETWORK SELECTION			
	CARRIER SELECTION INFORMATION			
	ORIGINATING LINE INFORMATION			
	SERVICE CODE			
	CARRIER IDENTIFICATION			
	ORIGINAL CALLED NUMBER			
	REDIRECTING NUMBER			
	REDIRECTION INFORMATION			
	GENERIC ADDRESS (NON-LNP)			
	ACCESS TRANSPORT			
	HOP COUNTER			
	JURISDICTION INFORMATION			
RELEASE	ACCESS TRANSPORT			
	AUTOMATIC CONGESTION CONTROL			

FIG. 47